

Mobile - Manage Phone Service

How to Suspend a Service

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management Help

Account:

Company Name: Mobile Network:

APN:

Mobile Number:

SIM:

Subscriber name:

Tariff Type:

Port Date:

Records Per Page: Order Status:

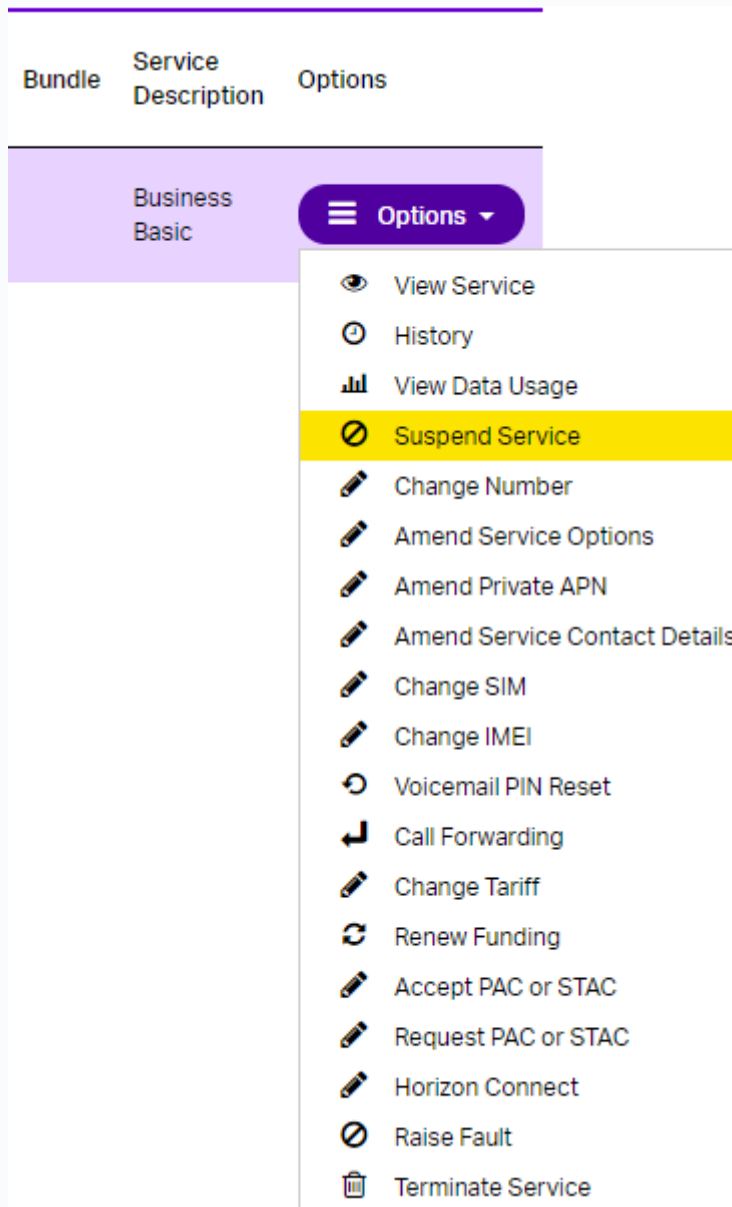
Max Results Returned:

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options

Step 3

Select "Suspend Service" from the drop down "Options" menu next to the Mobile Number(s).



Step 4

To suspend the service, Check the details displayed on the Suspend Service page and click 'Submit'.

The phone service will be suspended and the customer will not be able to use their Gamma SIM card.

Only tick the 'Blacklist Handset' option if the handset and SIM have been stolen. If the customer has lost their handset DO NOT select this option

Resume a Service

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management Help

Account: Please Select...
Company Name: -n/a-
APN: Any
Mobile Number:
Subscriber name:
Tariff Type: Please Select
Port Date:
Records Per Page: User default (10)

Mobile Network: Gamma Mobile ✓
SIM:
Order Status: Any Status
Max Results Returned: User default (5000)

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options
<input type="button" value="Options"/>												

Step 3

Select "Resume Service" from the drop down "Options" menu next to the Mobile Number(s).

Service Description Options

Business Basic

- View Service
- History
- Resume Service**
- Amend Service Contact Details
- Raise Fault
- Terminate Service

Step 4

To resume the service, check the details displayed on the Resume Service page and click 'Submit'.

The phone service will be reactivated, and the customer will have service using the original Gamma SIM card

Resume Service

Help


 This operation reactivates the mobile service

Service Details

Mobile Number:

SIM:

IMEI:

 This handset was not blacklisted previously

 Cancel

 Submit

They may need to restart their handset or action a manual roam (iPhone - airplane mode)

Amend the Phone Service

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.


Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management

Help

Account:


Company Name: Mobile Network: 

APN:

Mobile Number:


Subscriber name:

Tariff Type:


Port Date:  Order Status:


Records Per Page: Max Results Returned:

 Search

 Download

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options
												

 Options

Step 3

Select "Amend Service Options" from the drop-down "Options" menu next to the Mobile Number(s).

Service Description Options

Business Basic

Options

- View Service
- View History
- View Data Usage
- Suspend Service
- Change Number
- Amend Service Options**
- Amend Service Contact Details
- Change SIM
- Change Tariff
- Renew Funding
- Accept PAC or STAC
- Request PAC or STAC
- Terminate Service
- Raise Fault

Step 4

To amend mobile services, use the tick boxes and drop downs to add additional services and click 'Submit'.

Amend Service Options

Mobile Number:

Tariff Type: Business Basic

SIM (ICCID):

IMEI:

Services Roaming Bars Bolt-Ons

Services [Help](#)

Mobile Data: On

Premium Services: Off

International Calling: On

Adult Content: Off

4G: On

[← Back](#) [↻ Reset](#) [✓ Submit](#)

For International Roaming please ensure this is carried out 24hrs before the subscriber intends to travel abroad.

Amending Service Contact Details

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management Help

Account:

Company Name: Mobile Network:

APN:

Mobile Number:

SIM:

Subscriber name:

Tariff Type:

Port Date:

Records Per Page: Order Status:

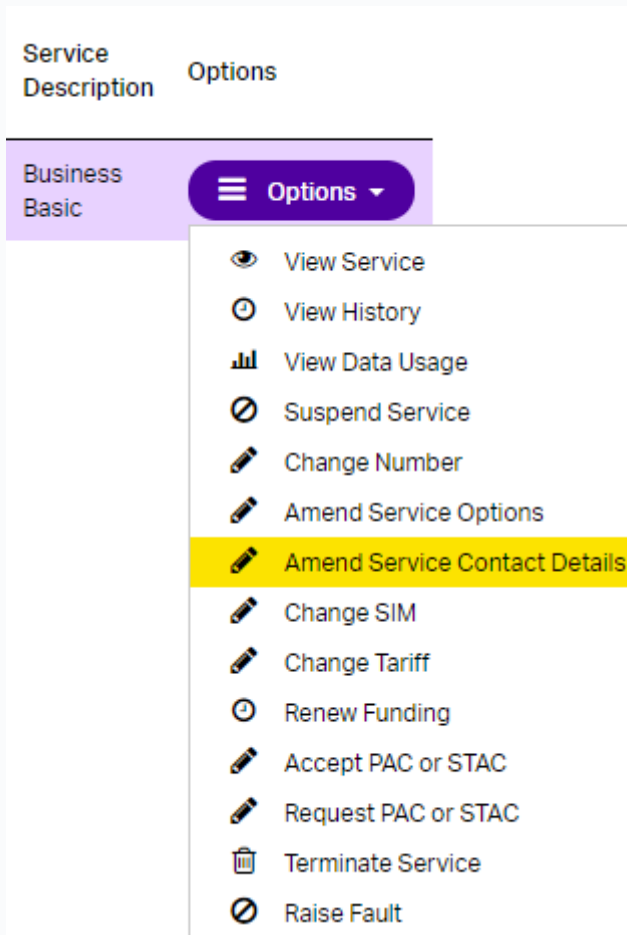
Max Results Returned:

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options

Step 3

Select "Amend Service Contact Details" from the drop-down "Options" menu next to the Mobile Number(s)



Step 4

To amend service contact details, check the details and update information as required and click 'Submit'.

Customer Contact Details

Help

Amend Contact

Amend Service Contact Details for [Redacted]

Name:*
[Redacted] ✓

Company Name:*
[Redacted] v

← Back Submit

It is important that the details entered are for the current user as these are used for Emergency Services

To Change SIM

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service

Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management Help

Account:

Company Name: Mobile Network: ✓

APN:

Mobile Number:

Subscriber name:

Tariff Type:

Port Date:

Records Per Page: Order Status:

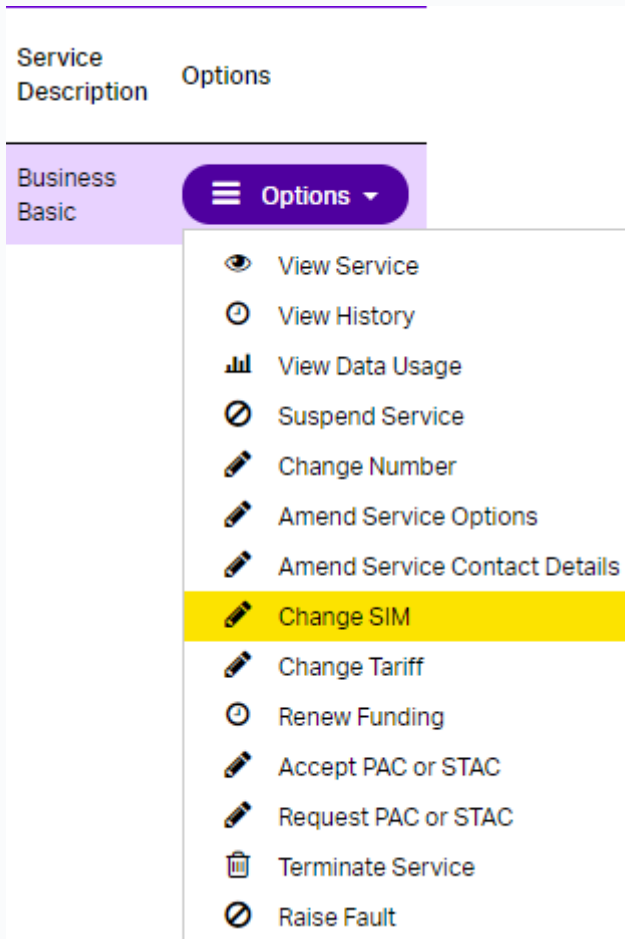
Max Results Returned:

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options
<div style="text-align: right;"><input type="button" value="Options"/></div>												

Step 3

Select "Change SIM" from the drop-down "Options" menu next to the Mobile Number(s).



Step 4

To change the SIM, check the details and select the new SIM from the drop-down and click 'Submit'.

Change SIM Help

i This operation disables the current SIM card and activates the new SIM with the selected mobile number.

Service Details

Mobile Number:

Current SIM:

New SIM: **i**

To Change Mobile Number

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management Help

Account:

Company Name: Mobile Network: ✓

APN:

Mobile Number:

SIM:

Subscriber name:

Tariff Type:

Port Date:

Order Status:

Records Per Page: Max Results Returned:

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options
												<input type="button" value="Options"/>

Step 3

Select "Change Number" from the drop-down "Options" menu next to the Mobile Number.

Service Description Options

Business Basic

-
-
-
-
-
-
-
-
-
-
-
-
-
-

Step 4

To change the Mobile Number(s), check the details and select the mobile number. Update information as required and click 'Submit'

The original mobile number will be quarantined and is not available for 6 months. The new mobile number will now be paired with the SIM card.

Change Number Help

i This operation allows you to change the mobile number paired to the SIM.

Service Details

Current Mobile Number:	<input type="text"/>
SIM:	<input type="text"/>

New Mobile Number:*

Voicemail Details

The voicemail service is set up automatically when a SIM card is activated, it is not possible to turn off voicemail. The first time the voicemail platform is accessed users will be required to set up a PIN and add a name recording. The voicemail service is unbranded.

Accessing voicemail

Calls to voicemail from Gamma mobiles can be made using the using the short code 121 or the long number +447782333123. A voicemail contact is saved to the Gamma SIM contacts.

Additionally, voicemail can be access from any other device by calling +447782333123 and following the instruction to provide the mobile number and PIN.

Voicemail PIN

Voicemail PIN need to be between 4 and 10 digits.

Partners can request for Voicemail PIN's to be reset by calling Gamma customer services on 0800 178800. Voicemail PINs will be reset to the default PIN 1212, the Gamma customer service team will update you when the PIN has been reset. This will be within 1 hour of the request been submitted to Three by the Gamma support team.

Port Out Mobile Number(s) (Request PAC or STAC)

When one of your users wishes to leave, you can supply them with a PAC or STAC using the following process.

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management

Help

Account:	<input type="text" value="Please Select..."/>		
Company Name:	<input type="text" value="-n/a-"/>	Mobile Network:	<input type="text" value="Gamma Mobile"/>
APN:	<input type="text" value="Any"/>		
Mobile Number:	<input type="text"/>	SIM:	<input type="text"/>
Subscriber name:	<input type="text"/>		
Tariff Type:	<input type="text" value="Please Select"/>		
Port Date:	<input type="text"/>	Order Status:	<input type="text" value="Any Status"/>
Records Per Page:	<input type="text" value="User default (10)"/>	Max Results Returned:	<input type="text" value="User default (5000)"/>

Search

Download

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options

Options

Step 3

Options

Options ▾

- View Service
- View History
- View Data Usage
- Suspend Service
- Change Number
- Amend Service Options
- Amend Service Contact Details
- Change SIM
- Change Tariff
- Renew Funding
- Accept PAC or STAC
- Request PAC or STAC**
- Terminate Service
- Raise Fault

Select “Request PAC or STAC” from the drop-down “Options” menu next to the Mobile Number(s).

Step 4

Request New PAC or STAC

This operation generates the PAC required to port this mobile number to another mobile operator or the STAC if the porting of the mobile number is not required.

Service Details	
PAC or STAC	PAC ▾
Mobile Number:	
SIM:	
Tariff Type:	Business Basic

Select either PAC or STAC from the dropdown, check the rest of the details and click “Submit”. The requested PAC or STAC will be displayed on the screen.

You must not terminate the service. The system will automatically do this when the PAC or STAC is used by the receiving network.

The PAC or STAC will be valid for 30 days, if this is not used the Mobile Number(s) will stay on our network and return to an “Active” status

Terminate Service

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management Help

Account:

Company Name: Mobile Network:

APN:

Mobile Number:

SIM:

Subscriber name:

Tariff Type:

Port Date:

Records Per Page: Order Status:

Max Results Returned:

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options

Step 3

Select "Terminate Service" from the drop-down "Options" menu next to the Mobile Number(s).

Options

☰ Options ▾

- 👁 View Service
- 🕒 View History
- 📊 View Data Usage
- 🚫 Suspend Service
- ✎ Change Number
- ✎ Amend Service Options
- ✎ Amend Service Contact Details
- ✎ Change SIM
- ✎ Change Tariff
- 🕒 Renew Funding
- ✎ Accept PAC or STAC
- ✎ Request PAC or STAC
- 🗑 Terminate Service
- 🚫 Raise Fault

Step 4

To terminate service, check the details and click 'Submit'.

Once you have done this the SIM card will be blocked and the Mobile Number(s) will be quarantined and can no longer be used

Terminate Service Help

i This operation terminates the current mobile service

Warning
This operation disconnects the current mobile service and puts the mobile number and SIM into quarantine, from where they cannot be retrieved. You will not be able to port out the mobile number once the service has disconnected. Please be sure that you want to continue before pressing the 'Submit' button.

Service Details	
Mobile Number:	
SIM:	
Tariff Type:	Business Basic
Advanced Funding:	Not Applied
Repayment Period:	Not Applied

✕ Cancel ✔ Submit

The service cannot be re-instated once it is ceased.

Send SMS - setup

SMS messages can be defined and sent from the Gamma Portal to up to two of your Gamma mobiles services at a time. Some default fields need to be set up in the following screen

Provisioning & Service Management >> Contact Management >> Mobile Reseller Contact

Update Mobile Reseller Contact Details

Help

Reseller Contact Details for Mobile

Partner Account:*	<input type="text" value=""/>	✓
Weekday Opening Times: *	<input type="text" value="09:00-17:00"/>	✓
Saturday Opening Times: *	<input type="text" value="Closed"/>	
Sunday Opening Times: *	<input type="text" value="Closed"/>	
Reseller Telephone Number: *	<input type="text" value=""/>	i
Reseller Fax Number:	<input type="text" value=""/>	
Reseller Email: *	<input type="text" value="testing.mobile@gamma.co.uk"/>	
Reseller Email - Porting Enquiries: *	<input type="text" value="testing.mobile@gamma.co.uk"/>	
Postcode: *	<input type="text" value=""/> <input type="button" value="Q"/>	
Address Line 1: *	<input type="text" value=""/>	
Address Line 2:	<input type="text" value=""/>	
Town: *	<input type="text" value=""/>	
County: *	<input type="text" value="Hampshire"/>	
Reseller Web Address: *	<input type="text" value="www.youremail.co.uk"/>	✓
SMS Sender ID:	<input type="text" value="Your MVNO"/>	✓
Text to append to all SMS:	<input type="text" value="Do not reply to this test, thank you for your cooperation!"/>	✓

Step 1

Select Partner Account and the form will populate with the details already setup.

Step 2

Enter a value for "SMS Sender ID" - this field is a maximum of 11 characters and cannot be all numeric. The recipient of the SMS will see this value as the sender of the SMS but will not be able to reply.

Step 3

Enter a value for "Text to Append to All SMS" - this field is a maximum of 100 characters. As users will not be able to reply to SMS, it is suggested that this text gives your contact details.

Step 4

Click “Continue” to submit the changes to the Accounts contact details.

Send SMS

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Send SMS.

Step 2

Send SMS Help

Mobile Number Selection

Account: * ✓

Company: * ✓

Recipient number(s): *

✓

✓

SMS Details

Sender ID: * ✓

Include appended text:

Appended text: * ✓

SMS text: * ✓

Characters Remaining: 191

Select Account, Customer and one or two mobile numbers that you wish to send the SMS to.

Step 3

Optionally you can amend the “Sender ID” field, unclick the “include appended text” field and amend the “Appended Text” field

Step 4

Enter the text that you wish to send to your user and click “submit”.

The text that is sent will not be stored on the Gamma Portal but a log that a SMS has been sent will be stored on the history of the Mobile Number.

Change Tariff

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management Help

Account:

Company Name: Mobile Network:

APN:

Mobile Number:

SIM:

Subscriber name:

Tariff Type:

Port Date:

Records Per Page: Order Status:

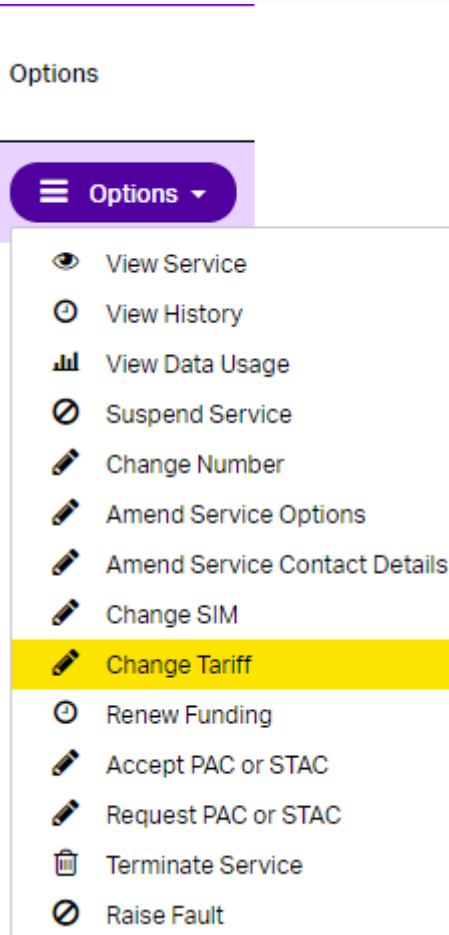
Max Results Returned:

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options

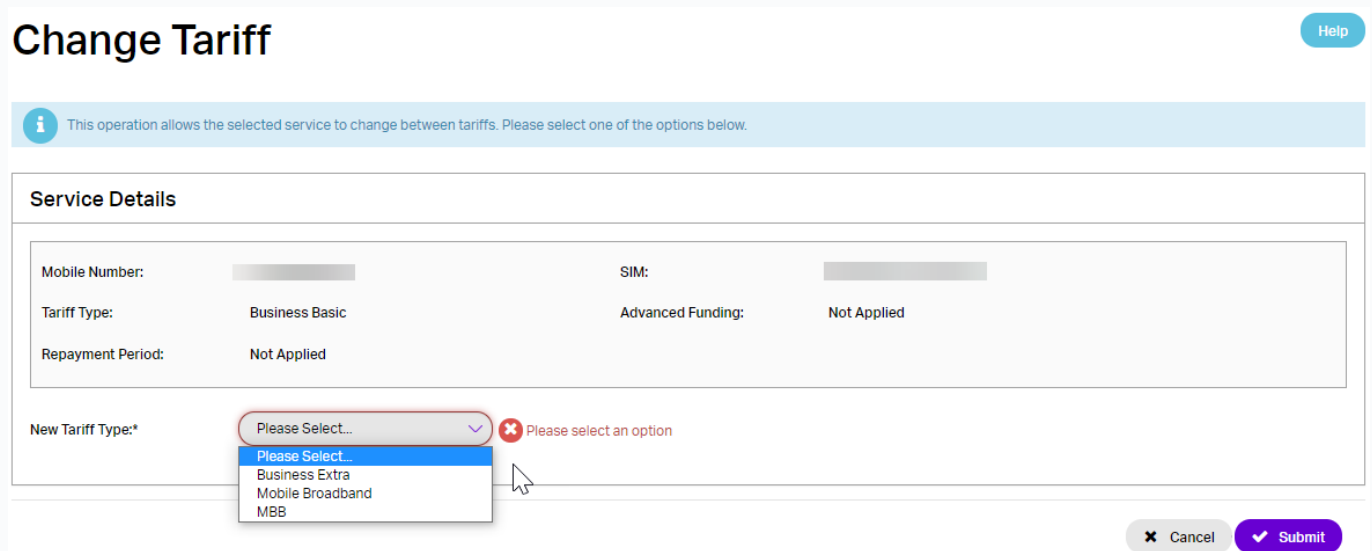
Step 3

Select "Change Tariff Bundle" from the drop-down "Options" menu next to the Mobile Number(s).



Step 4

To change the tariff, check and select the new tariff type and click 'Submit'.



Renew Funding

You can apply and renew funding from the Gamma Portal for a mobile number.

Step 1

From the Gamma Portal go to Provisioning & Service Management >> Mobile >> Live Service

Management.

Step 2

Select the Partner Account and search for the Mobile Number(s).

Service Management

Help

Account:	Please Select...		
Company Name:	-n/a-	Mobile Network:	Gamma Mobile
APN:	Any	SIM:	<input type="text"/>
Mobile Number:	<input type="text"/>		
Subscriber name:	<input type="text"/>		
Tariff Type:	Please Select	Order Status:	Any Status
Port Date:	<input type="text"/>	Max Results Returned:	User default (5000)
Records Per Page:	User default (10)		

Search

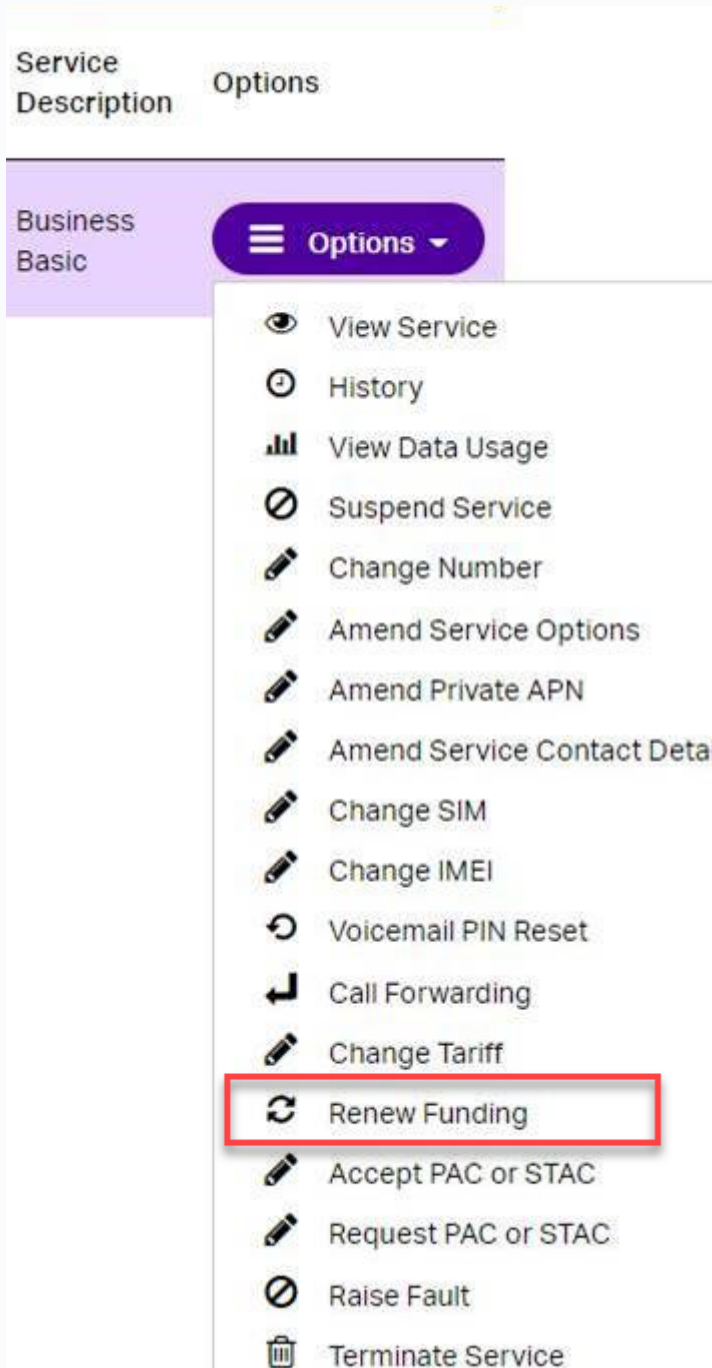
Download

Showing 1 to 10 of 4,150

Account	Company	Mobile Number	SIM (ICCID)	Subscriber	Order Status	Activation Date	Porting Mobile Number	Port Date	Mobile Network	Bundle	Service Description	Options

Options

Step 3



Select “Renew Funding” from the drop-down “Options” menu next to the Mobile Number(s).

Step 4

To apply and renew funding, select the Repayment Period and Funding Type and click ‘Submit’.


Renew Funding


Help

i This operation allows you to start a new funding period for a mobile number. The funding period can be either 12, 24 or 36 months with various funding levels. The funding period will start at the beginning of the next calendar month unless a funding period already exists in which case the new funding period will run consecutively

Service Details

Mobile Number: <input type="text"/>	Current Funding Information
	Start Date: -
	End Date: -
	Repayment Period: -
	Funding Type: -

Repayment Period: *  Please select an option

Funding Type: *  Please select an option

 Cancel  Submit